

## VERIZON RESPONSE TO NJ BPU KPMG EXCEPTION

**Exception #:** 16

**Component:** KPMG Consulting has received late Billing Completion Messages (BCMs) on orders submitted to Verizon-NJ.

**Domain:** POP

**Date Uncovered by KPMG:** 1/12/01

**Date VERIZON Received:** 1/15/01

**Date VERIZON Responded:** 1/31/01

**KPMG Summary Statement and** **Late completion messages may impede a CLEC's ability to recognize when customer accounts have changed and, therefore, may impact customer service.**

**VERIZON Response:** **1/31/01 Response to Exception**

The New Jersey Carrier-to-Carrier Guidelines (OR-4-02 Completion Notice – Percent On Time) state that 97% of the BCMs should be received by noon (12:00) the business day after the BCM completion date.<sup>1</sup> Verizon consistently meets this objective in NJ live production [Resale and CLEC] and averaged 99+% for October-November 2000.

Verizon agrees that the 16 PONS listed did not meet this metric [OR-4-02]. Verizon has reviewed each of the PONS, and has identified that the completions were late for the following reasons:

**1) Service order completion date.**

PON	VER	BCM Completion Date	BCM Received
072121NN0X000013	AA	09/29/00 00:00:00	10/16/00 17:10:22

A manual bill completion notice was sent on 10/16 with a bill completion date of 9/29. A representative populated the bill completion date with the service order completion date versus the billing completion date. The service orders associated with this PON were bill completed on 10/16/2000, after a Post Completion Discrepancy [PCD] was resolved. This representative was advised of the error and instructed that in the future, not to take any action and allow the automated process to send the BCMs.

**2) LSRN missing on service order**

PON	VER	BCM Completion Date	BCM Received
061021NN0X000003	AA	09/29/00 00:00:00	10/16/00 18:00:11
072111NF0X000021	AA	10/06/00 00:00:00	10/16/00 17:52:00

---

<sup>1</sup> New Jersey Carrier-to-Carrier Guidelines, Performance Standards and Reports, May 2000.

007011NN0X020007	AA	10/06/00 00:00:00	10/16/00 17:35:35
006011NN0X010004	AA	10/04/00 00:00:00	10/11/00 17:40:20
007011NN0X010016	AA	10/16/00 00:00:00	10/19/00 16:52:09
006011NN0X010015	AA	10/17/00 00:00:00	10/19/00 16:45:12
006041NN0X000002	BA	10/17/00 00:00:00	10/19/00 16:49:42
002011NN0X000006	AA	09/29/00 00:00:00	10/03/00 08:37:08

These PONs did not receive automated completion notices due to the omission of required information on the service orders. For each PON, the local service request number [LSRN] is required on the service orders to relate them to the PON. The representatives did not correctly enter the LSRN on the service orders. Therefore, the downstream systems were unable to post the service order completions to the PONS. The Representatives involved were instructed on how to cut and paste the LSRN # to the service order instead on re-typing.

### 3) *Canceled service order completion status*

PON	VER	BCM Completion Date	BCM Received
101021NN0X000001	AB	10/10/00 00:00:00	10/16/00 17:09:20
085021NN0X000005	AA	10/05/00 00:00:00	10/11/00 17:45:45
097031NN0X000003	AB	10/11/00 00:00:00	10/16/00 17:15:26
079011NN0X000014	AB	10/12/00 00:00:00	10/16/00 17:32:58
072101NN0X000019	AA	10/17/00 00:00:00	10/19/00 16:51:14
102031NN0X000013	AA	10/10/00 00:00:00	10/11/00 17:47:21

Each of these PONs had one of their original service orders cancelled. In this scenario, the order completion status was not properly identified as cancelled. This prevented the automatic generation of a BCM response. Therefore, a manual generation of a BCM was required. Verizon identified this situation and implemented a system fix on December 16, 2000. Cancelled orders are now properly identified which allows automated BCMs.

### 4) *System Outage*

PON	VER	BCM Completion Date	BCM Received
019041NN1X010001	AA	08/08/00 00:00:00	08/09/00 15:45:13

Verizon generated a BCM on 08/09/2001 @ 07:22. The BCM was not received by KPMG until 15:41:58. The delay was caused by the middleware's unsuccessful attempts to forward messages causing them to be returned to the initiating application.

Verizon middleware infrastructure has multiple communication paths that allow for fail over when a problem is detected with message throughput. A contributing factor to the duration of the delay was the reduced support staff addressing system-related issues during Verizon's work stoppage.